

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

May 14, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Martha Drinan, RN, MN, CNS, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:40	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:40 – 9:45	Cultural Competency Committee Report	S. Chang Ptasinski
IV	9:45 – 9:55	Clinical Issues – OMD Report	C. Eisen
V	9:55– 10:00	PRO Report	S. Guerrero
VI	10:00 – 10:20	Re-Hospitalization PIP - Continuity of Care (PHOA Indicator)	N. Weiner
VII	10:20 – 10:25	QI Evaluation Report 2011 and QI Work Plan 2012-Recent Posting	T. Beyer
VIII	10:25 – 10:30	Announcement: New WebEX Capacity	M. Borkheim

Next Meeting  
June 11, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave.  
2nd Floor Conference Room  
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>May 14, 2012</b>
<b>Place</b>	<b>550 S. Vermont Ave., 2<sup>nd</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Martha Drinan</b>	<b>End Time:</b>	<b>10:30 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alyssa Bray; Ann Lee; Carol Eisen; Claudia Fierro; Don Gonzales; Gassia Ekizian; Greg Tchakmakjian; Hilarie Baumgarten; Jessica Wilkins; Kia Hayes; Kimber Salvaggio; Kimberly Spears; Leah Carroll; Leticia Ximenez; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Marcy Pullard; Maria Gonzalez; Mary Ann O'Donnell; Mary Crosby; Melody Taylor Stark; Michelle Rittel; Misty Aronoff; Monika Johnson; Nancy Weiner; Richard Bloom; Rhiannon De Carlo; Sandra Chang Ptasinski; Sylvia Guerrero; Timothy Beyer; Vandana Joshi		
<b>WebEx Participants</b>			
<b>Excused/Absent Members</b>	Angela Kahn; Fang Xie; Julie Agojo; Julie Valdez; Kari Thompson; Kimberly Floyde-Vanvelzen; Kumar Menon; Leslie Shrager; Martha Drinan; Michelle Chiappone; Nina Johnson; Sam Keo		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	C. Eisen
<b>Review of Minutes</b>	The minutes were reviewed and approved.	Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	<b>SA 1:</b> No report.		
	<b>SA 2 Adult:</b> Hosted EQRO site visit in April.	Next meeting: May 17, 2012.	K. Salvaggio
	<b>SA 2 Children:</b> Members reviewed previous information received from QA/QI. Dark in May.	Next meeting: June 21, 2012.	M. Rittel
	<b>SA 3:</b> Dark in April.	Next meeting: May 16, 2012.	M. Taylor
	<b>SA 4:</b> Dark in April.	Next meeting: May 15, 2012.	L. Ximenez
	<b>SA 5:</b> Members went over EQRO Site Visit. Also QI Work Plan 2012 Goals were reviewed. Dr. Beyer explained Penetration and Retention Rates.	Next meeting: July 10, 2012.	M. Johnson
	<b>SA 6:</b> Members reviewed 4-17-12 email information from Dr. Southard, on DMH Sharing of Mental Health Information with DCFS for Coordinating Care. Members discussed the dissemination of AB3632.	Next meeting: May 24, 2012.	K. Spears
	<b>SA 7:</b> Members discussed EQRO Site Visit. Ms. Guerrero from Patient Right's Office (PRO) presented on HIPAA Complaints and Notice of Actions.	Next meeting: June 12, 2012.	L. Ayala
	<b>SA 8:</b> Continue to work on kiosk project.	Next meeting: May 16, 2012.	M. Aronoff
Countywide Children's	Dark in May.	Next meeting: August, 2012.	L. Singleton

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Cultural Competency Committee</b>	Continue working on Bilingual Bonus Policy & Procedure. Dennis Murata, Deputy Director will review and approve policy recommendations before they are forwarded to the Compliance Bureau. Also started to work on Language Interpreter Policy. Dr. Chang-Ptasinski acknowledges all QIC members for providing information on Cultural Competency at their SA QIC meetings.	Next meeting: June 13, 2012. 695 S. Vermont Ave., 15 <sup>th</sup> Floor at 1:30 p.m.	S. Chang-Ptasinski
<b>May 2012 Consumer Perception Survey Postponed</b>	Ms. Joshi mentioned that On April 9 the State issued an Info Notice asking counties to conduct the full MHSIP consumer perception surveys in May and October 2012. The Info Notice specified no changes to the survey forms would be accepted. Subsequently there were discussions in the CMHDA Med-Cal Policy Committee Meeting and the counties have received an email of 4-26-12 from CMHDA postponing the surveys. Please see the handout. The State DMH has postponed the May survey period to August 20-24 2012, for one week only. No surveys will be administered in October 2012.	LA County is considering the use of random sampling procedures. The sample would be representative of all the providers in LA County and not all the agencies would need to participate in the survey. However, this random sampling plan has not yet been approved by the State. We will keep you posted as we receive more information. An official Info Notice is expected from the State.	V. Joshi
<b>Clinical Issues OMD Report</b>	Ms. O'Donnell distributed a handout of 2.10 Parameters for Psychiatric Consultation. The parameters describe E-consultation, Direct Consultation, and Indirect Consultation involving such services as tele-medical evaluation, tele-psychiatry, web-based reviews of clinical records, web-based consultation with clinicians, caregivers and patients/clients, and other related practices. She related them to what she heard from Dr. Southard at a recent nursing event where he described a vision for the future of mh care in healthcare reform that include 3 tiers of mh services:	Parameters are finalized after a review by County Counsel. Parameters are posted on the Intranet and Internet.	M. O'Donnell

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Clinical Issues OMD Report Continued</b>	Tier I for those clients with severe and persistent mental illness, Tier II for those in Primary Care and other programs where we provide indirect consultation to the MH providers and Tier III, the level we hope clients will achieve which will be to receive MH care in Primary Care, using Self-Help, and clubhouse-type services for support, returning to the other levels as indicated for crisis services.		M. O'Donnell
<b>PRO</b>	Ms. Guerrero distributed Change of Provider Reports FY 08-09 and FY09-10 Statistics.	In a couple of months new data will reportedly be available.	S. Guerrero
<b>Re-Hospitalization PIP – Continuity of Care (PHOA Indicator)</b>	Ms. Nancy Weiner presented on the SA 4 Adult Hospital Liaison Unit, which is part of the MHSA Navigation Team in SA 4. She provided a hand out that identifies the program goals, target population, and referral information. A handout of “predictors” identifying characteristics of those most likely to be re-hospitalized was also provided.	General discussion took place w/ Dr. Eisen suggesting follow up on this initiative at a future Departmental QIC Meeting.	N. Weiner
<b>QI Evaluation Report and QI Work Plan 2012 Recent Posting</b>	The QI Work Plan Evaluation Report for 2011 and the QI Work Plan Goals for 2012 are completed.	The QI Work Plan Evaluation Report for 2011 and the QI Work Plan Goals for 2012 are posted on our website.	T. Beyer

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>New WebEx Capacity</b>	Dr. Borkheim announced that QI Division is purchasing a new microphone to improve the sound when using WebEx.		M. Borkheim
<b>Handouts</b>	<ul style="list-style-type: none"> <li>➤ May 2012 Consumer Perception Survey Postponement Notice</li> <li>➤ 2.10 Parameters for Psychiatric Consultation</li> <li>➤ Service Area IV MHSA Navigation Team Adult Hospital Liaison Unit Program Synopsis</li> <li>➤ Predictors – 10+ Admissions/Year</li> </ul>		
<b>Announcement</b>	None		
<b>Next Meeting</b>	<p style="text-align: center;">June 11, 2012          9:00 a.m. – 10:30 a.m.          550 S. Vermont Ave.          2<sup>nd</sup> Floor Conference Room          Los Angeles, CA 90020</p>		

Respectfully Submitted,

Carol Eisen, MD